
TELECOMMUNICATIONS NOTES

Issue 12

June 1997

Reminder. . .

Dial **9 + 1 + Area Code + Number** for Long Distance

As reported in Issue 11 of *Telecommunications Notes*, NIH is removing the "8" access code that has been traditionally used to dial long distance calls via FTS2000. This will allow for an additional internal NIH exchange for future growth.

As of June 30, everyone will be required to use 9-1-XXX-XXX-XXXX to place long distance calls using FTS2000. (The 8 access code will be removed.) Note that this will require changing telephone numbers that are programmed into telephone sets (speed calling), cellular or mobile phones, fax machines, computer programs or scripts. (Some telephones are restricted from access to FTS2000, and that restriction will remain with **9-1** access. If you have questions about the access privileges on your phone, please call the TCB help desk at 5-HELP.)

Dial **9 + 301 + Number** for Local Maryland Calls

Dial **9 + 202 + Number** for Washington D.C. Calls

Dial **9 + 703 + Number** for Local Virginia Calls

On the first of May, Bell Atlantic switched to 10-digit dialing for all local calls, including those in the Maryland area code. Thus, when calling a local Maryland number, dial 9-301-XXX-XXXX. (Don't forget that you must change telephone numbers that are programmed into telephone sets (speed calling), cellular or mobile phones, fax machines, computer programs or scripts.) If you are unsure whether a number is local or long distance, you can dial "9+1+area code + number" and the call will be routed correctly. If for any reason the call does not complete, users are advised to call the Telecommunications Branch at 5-HELP and press "1" for telephone repair.

Dial **5 Digits** for Internal Calls

0-XXXX reaches all **301-480-XXXX** numbers

2-XXXX reaches all **301-402-XXXX** numbers

3-XXXX reaches all **301-443-XXXX** numbers

4-XXXX reaches all **301-594-XXXX** numbers

5-XXXX reaches all **301-435-XXXX** numbers

6-XXXX reaches all **301-496-XXXX** numbers

7-XXXX reaches all **301-827-XXXX** numbers

Questions? Call 5-HELP

Building 10 Telecommunications Recabling

Last month a contract for recabling a major portion of Building 10 was awarded to the contractor team of DIGICON and M.C. Dean. Work has begun and will continue for about two years. **This project will replace the existing patchwork of telephone and local area network (LAN) cabling in Building 10 with a new, uniform, high-performance cable network. All areas of Building 10 will be affected except the ACRF and certain patient care areas.** This new network is designed to support current and anticipated telecommunication needs of the building occupants. The scope of the project includes the new cable support systems, new riser cables, new combined telephone/LAN closets, new horizontal distribution wiring, termination devices, and the replacement of outmoded telephone equipment.

While many portions of the existing telephone and LAN cabling network are less than optimal for current needs, the driving force behind the project is the Essential Maintenance and Safety (EMS) Project now underway to upgrade the utility systems in Building 10. New electrical risers are scheduled to be installed in the existing telephone closets. To make room for these new electrical risers, the existing telephone risers and distribution wiring panels must be removed. In order to maintain uninterrupted service, replacement telecommunications closets, riser banks, and distribution wiring panels will be constructed in new locations. In addition, new high-performance transmission cabling will be installed to connect the closets to the individual telephones and workstations.

The project is being managed collaboratively by The Office of Research Services (ORS) Telecommunications Branch (TCB) and the Network

Systems Branch (NSB) of the Division of Computer Research and Technology (DCRT). They are being assisted by the ORS Division of Engineering Services (DES) and the Clinical Center (CC). Over the next two years, the project team will be working closely with the ICDs in Building 10 and the contractor to minimize the disruption to ongoing research and to optimize the ICDs utilization of these new facilities. Building 10 residents should expect to be visited by team members who will review the ICD's telephone and LAN needs on a module by module basis. ICD input will drive the location of new network (telephone and LAN) outlets and the configuration of the phone systems. Consultations will be scheduled based on the planned time for the actual installation.

For more information contact: Rodger Solomon, NSB (2-4686), Van Kim Nguyen, TCB (4-1143), or Marcus Trevino, TCB (4-9462).

If you handle a lot of incoming calls that require putting callers on hold, you will be interested in two new features that will be available mid-June:

"Call Park"

and

"Call Queuing and Announcements."

For a description of these features and information on how to obtain them, please access the TCB WWW page:

<http://tcb.od.nih.gov/>

Reminder on Off-site Government Calls

NIH employees that need to place a business-related long-distance call from a location other than NIH, and want to charge that call to their ICD, must utilize an NIH calling card. Calling cards may be obtained from the Telecommunications Branch for domestic and/or international calls. Authorization by your Administrative Officer -- for telecommunications costs that will result from your use of the card -- is required.

For more information about NIH calling cards, please call 5-HELP.

Telecommunications Notes is published by the Office of Research Services (ORS) and distributed periodically to all NIH employees to provide information relating to ongoing and planned telecommunications activities at NIH. The editor is Dr. Cherie Fisk, Asst Director for Scientific Affairs, ORS. Contributing editors include Mr. Leonard Taylor, Acting Chief, Telecommunications Branch, ORS; Mr. Harold Ostrow, Chief, Network Systems Branch, DCRT; and Mr. Dwight Blankenbaker, Director, Division of Technical Support, Program Support Center, DHHS.

Comments and suggestions about *Telecommunications Notes*? Contact **TC Notes Editor, Building 1, Room 160, FAX: 6-8270, Email: cf2x@nih.gov**

Copies of previous issues are also available from this address.

Procedures to be Tightened for Receiving Collect Telephone Calls

On June 30, all NIH lines will be restricted from the capability to accept collect calls, except for those numbers identified by ICD Administrative Officers. The Telecommunications Branch (TCB) is currently surveying all Administrative Officers to determine which ICD lines require the capability to receive collect calls. This is part of ongoing efforts to reduce the chances of fraudulent telephone use.

If it is necessary to provide collect call capability after June 30, it will take approximately one week to "unrestrict" a line. For ICDs receiving a large number of collect calls, the use of inbound FTS2000 services ("800" and "888") is the preferred method of handling these types of calls. The cost for inbound FTS2000 service is approximately \$35 per month plus seven cents per minute.

Administrative Officers should contact TCB and identify which of their telephone numbers require collect call capability. Forms for this purpose have been distributed, and additional copies can be obtained by calling 5-HELP.



Questions about ORS Telecommunications Services? Call the help desk at **5-HELP**.

And, for additional information visit the Telecommunications Branch WWW page at <http://tcb.od.nih.gov/>